

Online Renewal Frequently Asked Questions

♦ *General Questions*

Why can't I submit my information and/or complete my transaction?

Be sure that you are using a computer with Microsoft Internet Explorer browser.

Can I change the address of our facility online?

No, address changes can only be made for licenses issued to people. If the license was issued to a business or facility and the address has changed or is changing, there are other requirements that must be met. For more information please contact the Credentialing Division at (402) 471-2115 Monday through Friday from 8:00 a.m. to 5:00 p.m., Central Time.

♦ *Renewal Process Questions*

Whom do I contact if I have additional questions?

If you have questions about renewing your license contact the Credentialing Division at (402) 471-2115 Monday through Friday from 8:00 a.m. to 5:00 p.m., Central Time.

When is my renewal due if I renew online?

Online renewal does not change your license expiration date. You are still required to submit a renewal application no later than midnight on the date the license expires.

After I renew my license online, how soon will I receive my license?

If you have met all renewal requirements including credit card payment, you should receive your license within seven (7) business days.

How do I know that my online license renewal processed successfully?

You will receive a confirmation message following a successful online renewal process. We encourage you to print this message for your records. You should receive your license within seven (7) business days.

How soon will my renewal be confirmed?

You can check your license status and expiration date at www.hhss.ne.gov/lis/lisindex.htm. This web site is updated nightly. You should receive your license within seven (7) business days.

Why is the renewal fee higher online then was indicated on my renewal notice?

If you are renewing after the expiration date, your renewal fee now includes a late fee and the status of your license is 'Expired'. PLEASE NOTE: An administrative penalty of ten dollars will be assessed per day for each day that evidence exists of practice without an 'Active' status license, certification, or registration. The total penalty shall not exceed one thousand dollars.

♦ *Payment Questions*

Why does it say invalid credit card?

Make sure you are entering all information correctly—expiration dates, credit card number (without dashes or spaces). If you are still receiving the error you must contact your credit card company. The Credentialing Division cannot assist with this problem.

Why won't the website accept my credit card information?

There are many reasons why credit card information may not be accepted. The billing information must be entered exactly as it appears on the credit card statement. Be sure that you do not use any hyphens “-“, underlines “_”, or spaces when you type your credit card number. If you find that all data is complete and correct, but the card is still not accepted, try a different card. Please do not call the Credentialing Division regarding invalid credit cards.

What credit and debit cards are accepted?

Visa and MasterCard.

Can I give my credit card information over the phone or by mail to renew my license?

No, credit cards are only accepted for online renewal.

Can I get a receipt of my online transaction?

You have the capability of printing a confirmation at the time of your transaction. You cannot go back and print a confirmation at a later time as your credit card information is not retained after the transaction is processed.

How will the credit card transaction show up on my bank statement?

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